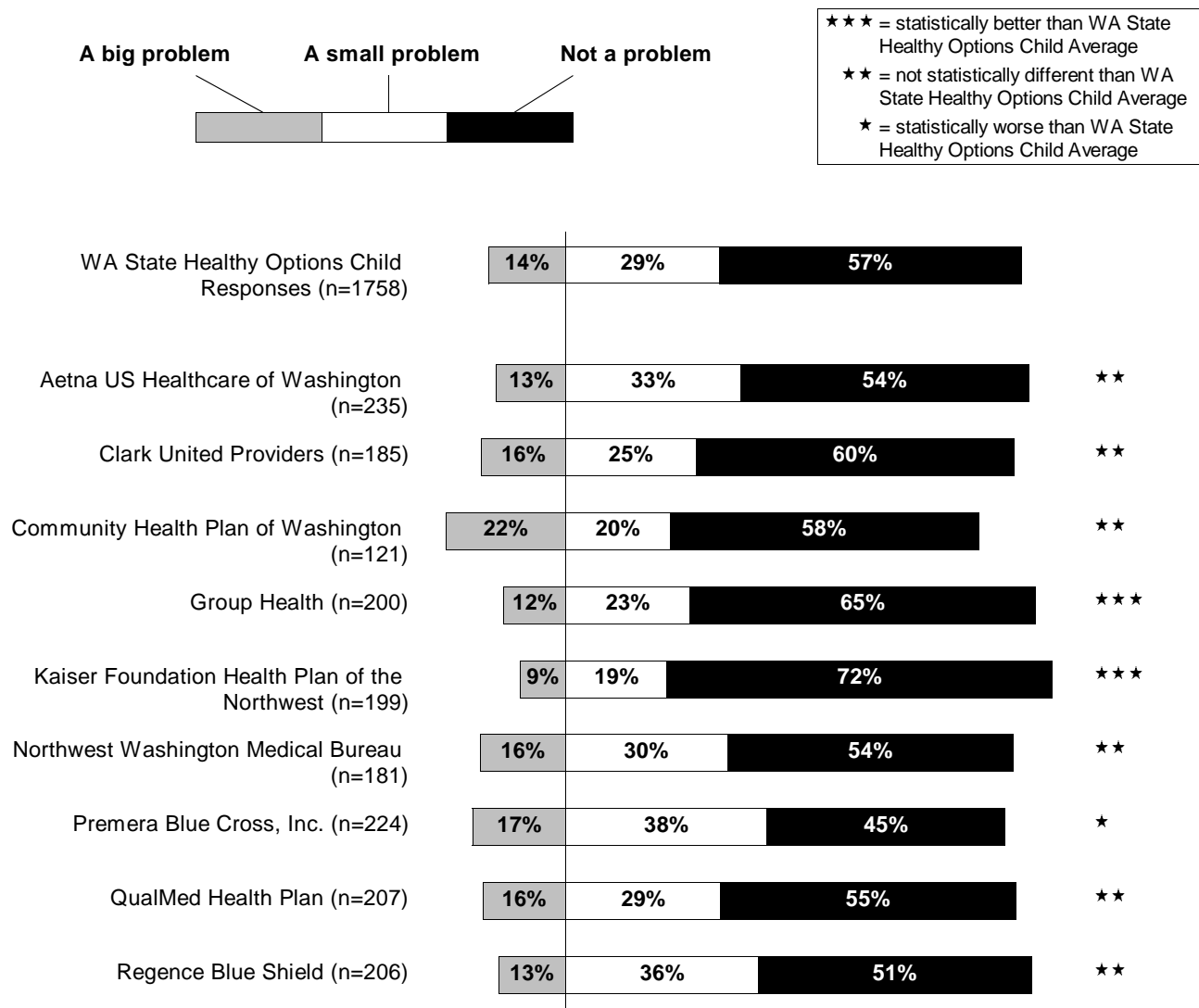


# Customer Service

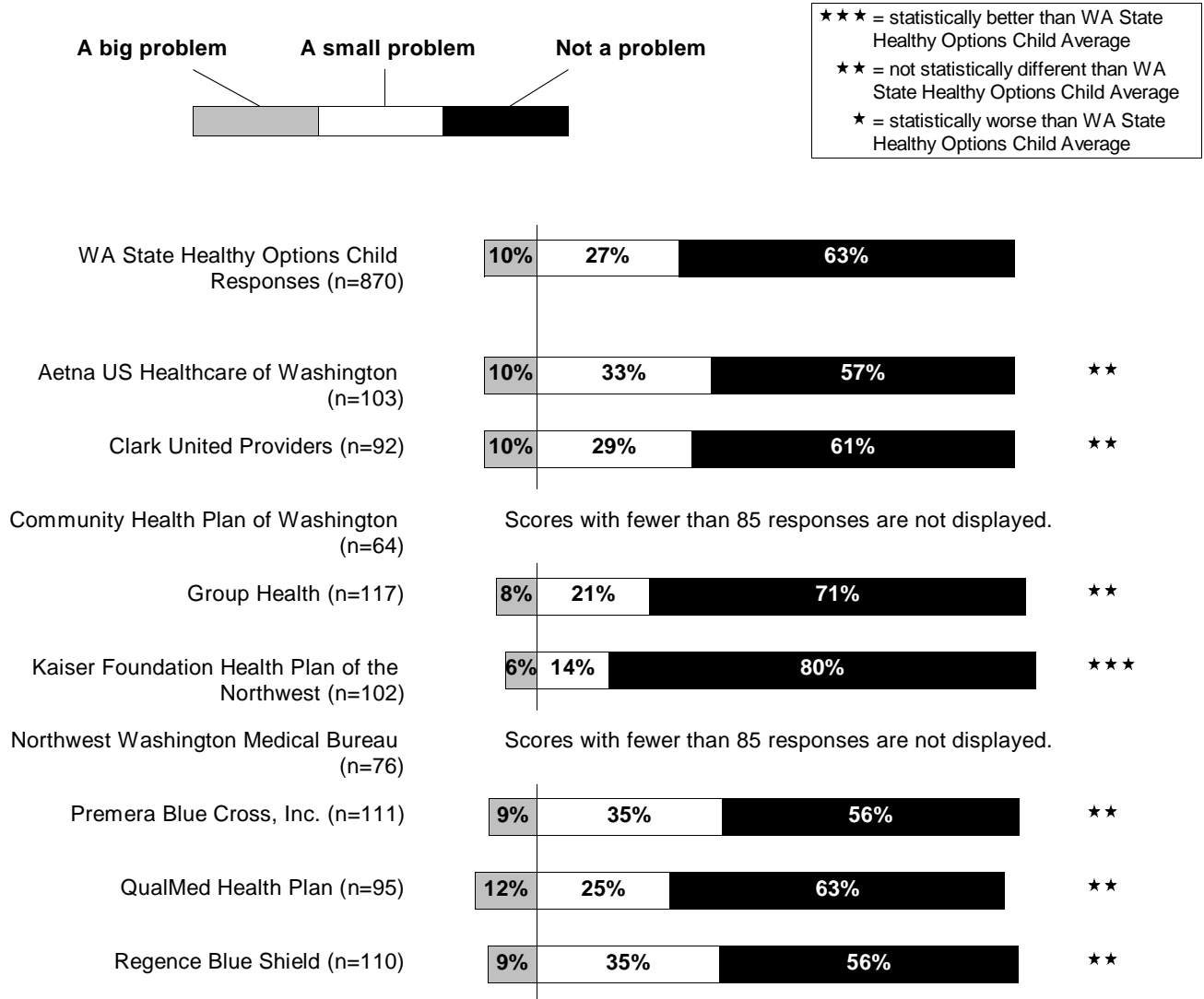
This chart summarizes the responses to survey questions 61, 63, and 69 contained in the composite "Customer Service." Individual question-level responses immediately follow.



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

# Customer Service

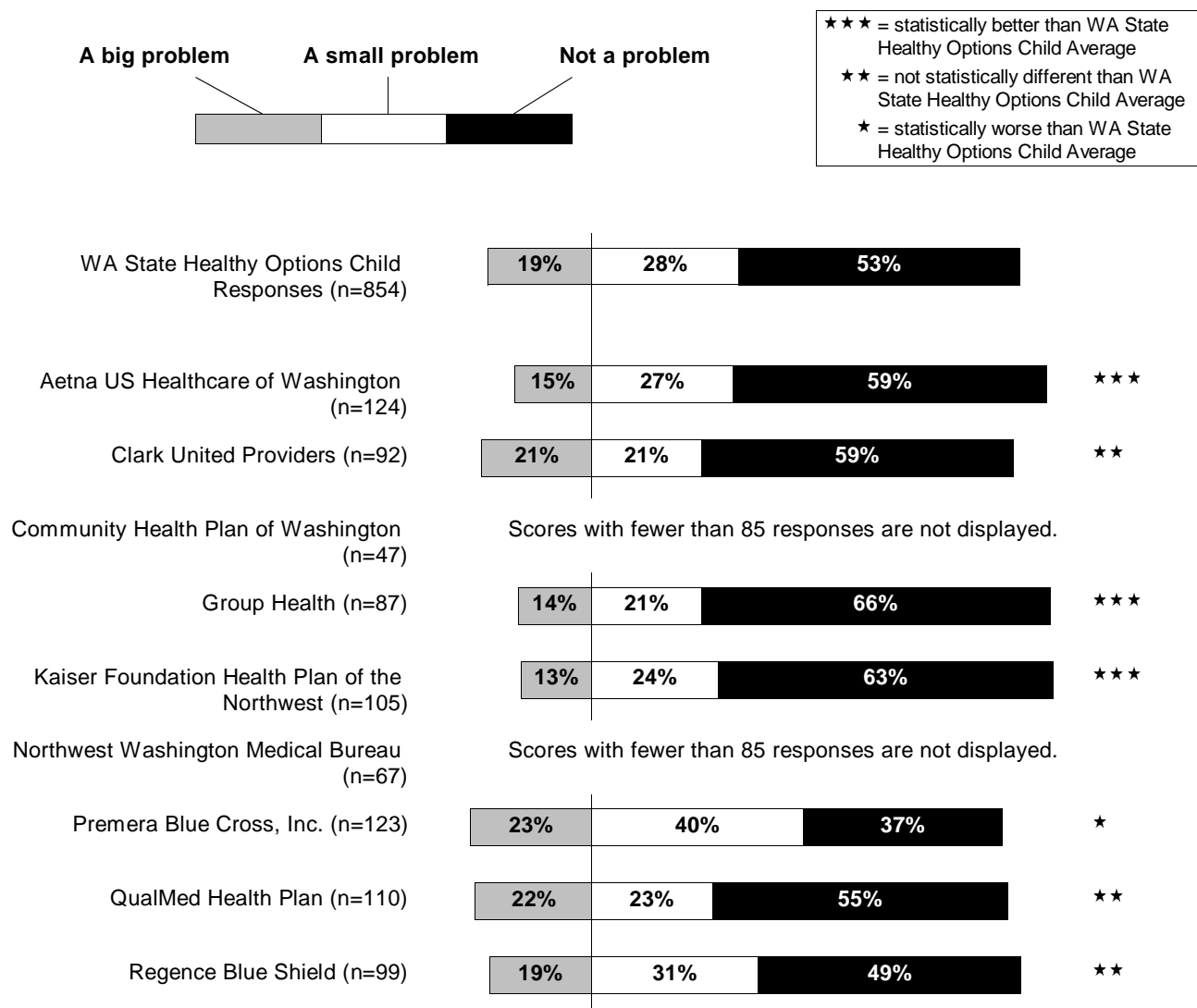
**Q61. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"**



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# Customer Service

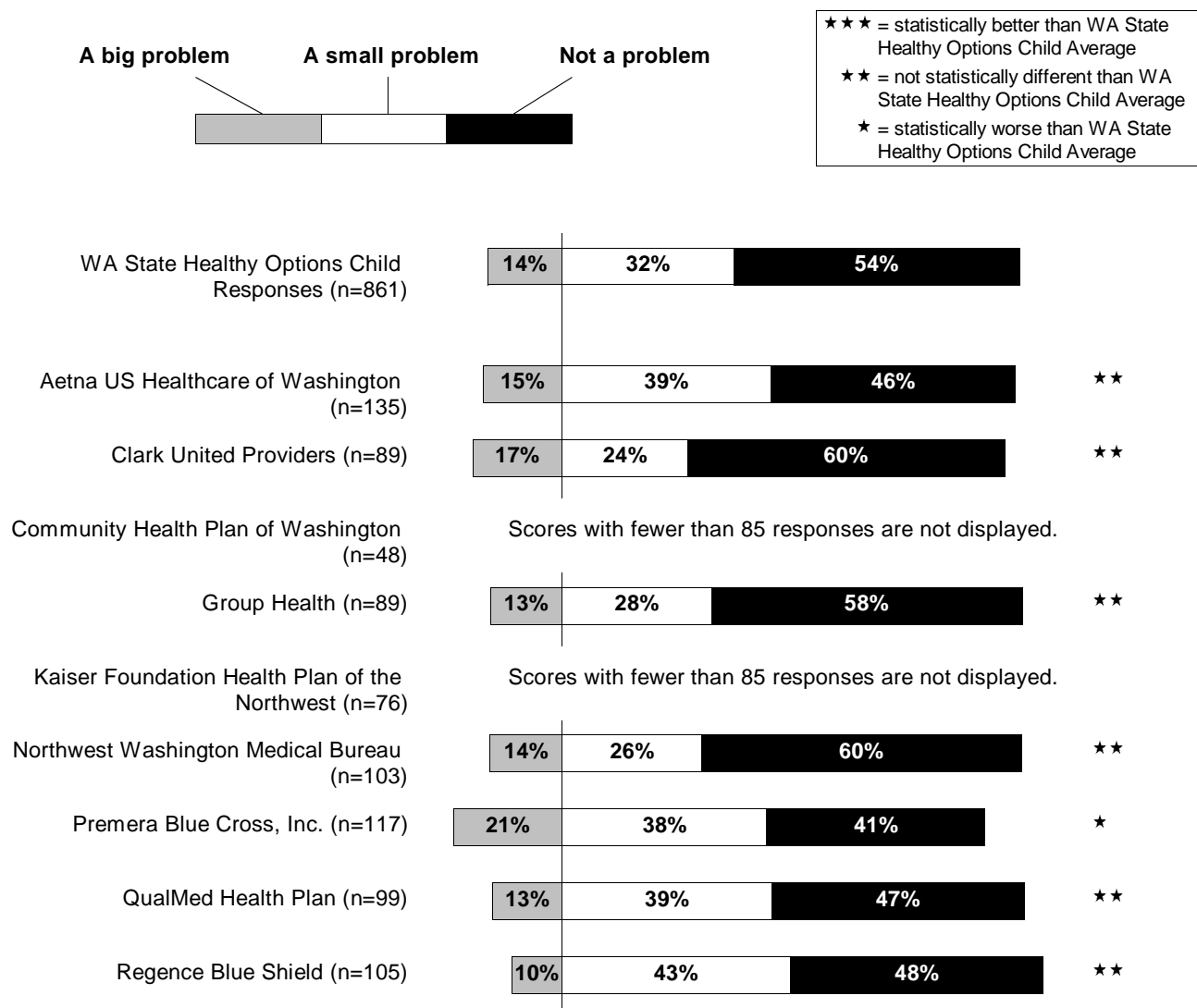
**Q63. "In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called your child's health plan's customer service?"**



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# Customer Service

**Q69. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"**



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